

**PATENT** 

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Date of Deposit:

April 23, 2002

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Date:

April 23, 2002

By:

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.:

09/944,836

Examiner:

RECEIVED

Confirmation No.:

Art Unit:

APR 2 5 2002 2185

**Technology Center 2100** 

Filed:

08/31/01

For:

SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Commissioner for Patents Washington, D.C. 20231

#### INFORMATION DISCLOSURE STATEMENT TRANSMITTAL

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08 for the above-identified patent application.

[x]	n accordance with 37 C.F.R. §1.97(b), no additional fee for submission of
	he IDS is required.

- $\Pi$ In accordance with 37 C.F.R. §1.97(c), also enclosed is:
  - []the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
  - []a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37  $\Pi$ C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- Check No. \_\_\_ in the amount of \$\_\_\_ for the total fee is attached.
- Please charge \$\_\_\_ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

Attorney Docket No. FINL-002/00US Serial No. 09/944,836 Page 2

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: April 23, 2002

COOLEY GODWARD LLP ATTN: Patent Group One Freedom Square Reston Town Center 11951 Freedom Drive Reston, VA 20190-5601

Tel: (720) 566-4125 Fax: (720) 566-4099 Respectfully submitted, COOLEY GODWARD LLP

By:

Wayne O. Stacy Reg. No. 45,125

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### Attorney Docket No. FINL-002/00US

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Sherry Duncan Bitle

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# INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97(b)

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56, Applicant(s) hereby submits the following information in conformance with 37 C.F.R. §\$1.97 and 1.98.

- [x] Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- [] No copies of the publications listed on the attached Form PTO/SB/08 are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. \_\_\_ to which the above-identified application claims priority under 35 U.S.C. §120.
- [] Publication(s) \_\_\_ listed on the attached Form PTO/SB/08 were cited in a foreign search or examination report corresponding to \_\_\_ application serial no. \_\_\_ and mailed on \_\_\_.

Attorney Docket No. FINL-002/00US Serial No. 09/944,836 Page 2

O	Enclosed is a copy of a non-English publication(s) Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).						
[]	Enclosed is a copy of a non-English publication(s) English language publication (copy enclosed) claims priority from this non-English publication.						
[]		ed is an explanation of no translation is not availab	_	publication(s) for wh	nich an		
[]		ed is an English translation attached Form PTO/SB/08		English publication(s)	cited		
[]	Enclose	ed is a copy of pending pa	atent Appl	ication Serial No			
This In time periods:	formati	on Disclosure Statement	is filed wi	hin any one of the follow	ving		
	[]	within three months from other than a CPA under 3	-		lication		
		within three months from set forth in 37 C.F.R. §1.		_	•		
	[x]	before the mailing date o	f a first of	fice action on the merits;	or		
	[] before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.						
It is res	pectfull	y requested that the Exar	niner cons	ider the above-noted			
information an	d return	an initialed copy of the	attached F	orm PTO/SB/08 to the			
undersigned.							
Dated: April 2	23, 2002	2		Respectfully submitted, COOLEY GODWARD LLI	<b>.</b>		
COOLEY GODY ATTN: Patent One Freedom ( Reston Town ( 11951 Freedor Reston, VA 20 Tel: (720) 566	Group Square Center n Drive 0190-56		Ву:	Wayne O. Stacy			
Fax: (720) 566				Reg. No. 45,125			

PTO/SB/08A (08-00)

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				Application Number	09/944,836	
	INFORMATION DISCLOSURE STATEMENT BY APPLICANT			Filing Date	08/31/01	
S				First Named Inventor	Burgin et al.	
				Group Art Unit	2185	
	(use as m	any sheets a	s necessary)	Examiner Name		
Sheet	1	of	2	Attorney Docket Number	FINL-002/00US	,

	U.S. PATENT DOCUMENTS						
		U.S. Patent D	Ocument		Date of Publication of Cited		
Examiner Initials*	Cite No.1	Number	Kind Code <sup>2</sup> (if known)	Name of Patentee or Applicant of Cited Document	Document MM-DD-YYYY		
		2001/0032140A1		Hoffman	10/18/2001		
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	FOREIGN PATENT DOCUMENTS						
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Signature	Considered		

<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>&</sup>lt;sup>1</sup> Unique citation designation number.
<sup>2</sup> See attached Kinds of U.S. Patent Documents.

See attached Kinds of O.S. Fatch Documents.
 Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).
 For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.
 Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.
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Sheet	2	of	2	Attorney Docket Number	FINL-002/00US	

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS						
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country	T <sup>2</sup>			
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